

Process for: Stu 1k	Consumer Protection Law
Process owner:	Deputy Principal Finance & Resources
To ensure that:	The college complies with legislative requirements and best practice in relation to Consumer Protection Law
Which applies to:	All staff
Monitoring and evaluation:	Deputy Principal Finance & Resources

Introduction
BCoT will adopt the advice provided by the Competition and Markets Authority to Universities to ensure it is compliant with the requirements of Consumer Protection Law. Whilst primarily aimed at the college's Higher Education provision, BCoT will apply this best practice to all of its activity.

Scope
There are three key issues in relation to consumer rights law that the college must comply with: <ul style="list-style-type: none"> a) Information provision – the college needs to provide up front, clear, intelligible, unambiguous and timely information. b) Terms and conditions – the college's terms and conditions that apply to students need to be fair and balanced. c) Complaint handling processes and practices – the college needs to ensure its complaint handling processes and practices are accessible, clear and fair to students

Policy
BCoT's policy is that all students should be treated fairly and in accordance with their rights. BCoT will <ul style="list-style-type: none"> • Provide information that is accurate, complete, clear and unambiguous, in an up front, timely and accessible manner – this includes information provided in person, in printed materials, on websites and on social media. • Provide information a prospective student needs to make an informed decision. These terms and conditions will include information relating to the course structure and fees/costs (including any additional extras) and key rules and regulations. • Provide information about how an individual may submit a complaint to the College. BCoT will not: <ul style="list-style-type: none"> • Advertise courses or services that do not exist • Omit material information which is information a person needs in order to be able to make an informed decision • Provide information that is inaccurate, obscure or untimely • Use aggressive sales tactics

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Procedure	Task Allocation
<p>To ensure course information is presented clearly and completely a 'Course Sheet Template' is used for every course. All required information about the course will be provided in the template which is published on the college's website.</p> <p>When extracts from the course sheet are used elsewhere (for example in the college's prospectus) the extract should always refer the reader to the college's website, course sheet and published terms and conditions.</p> <p>All course information (including fees charges) is reviewed and updated annually.</p> <p>New courses are subject to an internal course validation process. This process reviews and approves the course information that will be published in the prospectus and on the college's website.</p> <p>The college will ensure that course information is available in accessible formats.</p>	<p>Head of Marketing</p> <p>Head of Marketing</p> <p>Deputy Principal Curriculum, Quality and Innovation</p> <p>Deputy Principal Curriculum, Quality and Innovation</p> <p>Director of Student Experience</p>
<p>To avoid inaccurate fee information being circulated or publicised, fee information about our courses can only be sourced from the master course file. A system is in place to ensure that amendments made to the master course file are appropriate and authorised.</p>	<p>Student Records Manager</p>
<p>The college will ensure that staff are available to assist any prospective student with any questions they may have about the courses they are considering.</p> <p>All Applicants for our full-time, higher education and apprenticeship courses are required to attend one of our applicant events and/or a personal discussion with a course team member prior to enrolling.</p> <p>Any applicant may request information about a course by emailing information@bcot.ac.uk</p>	<p>Director of Student Experience</p> <p>Student Records manager</p>
<p>If a student is unhappy about any aspect of their experience with the college there are various routes available to them to raise a complaint. This is outlined in the Student Complaints Policy and Procedure (STU2j) which is available to students on the college's website</p> <p>All complaints received are logged by either the Director of Student Experience or the Principal's Office. A summary of complaints is reported to the college's Quality and Curriculum Committee of the Governing Body at each of its meetings.</p>	<p>Director of Student Experience</p> <p>Deputy Principal Curriculum, Quality and Innovation</p>
<p>The college has produced Terms and Conditions for its FE and HE students. There are available on the college's website https://www.bcot.ac.uk/information/terms-and-conditions/</p>	<p>Deputy Principal Finance & Resources</p>

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<p>The terms and conditions include:</p> <ul style="list-style-type: none"> • Conditional offers • Enrolment (and cancellation of enrolment) • Student Regulations • Tuition fees and refunds, including staged payments and student loans • College liability <p>Students are required to sign to confirm they have read and understand the terms and conditions when they enrol at the college.</p>	<p>Student Records Manager</p>
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<p>Relevant Legislation and College Policies</p>
<p>Further information regarding Consumer Protection Law can be obtained from the following sources:</p> <p>https://www.gov.uk/government/collections/higher-education-consumer-law-advice-for-providers-and-students</p> <p>https://www.universitiesuk.ac.uk/policy-and-analysis/reports/Documents/2016/consumer-rights-universities.pdf</p>

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